

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI, SHIMLA-09.
No. CGRF/Complaint No. 1211/1/21/049

Complaint No.: - 1211/1/21/049
Date of Admission: - 30.01.2021
Quorum: - Dr. M.G Sharma, Chairman
Er. Vikas Gupta Member.
Sh. K.S Dhaulta Member

M/s Sh. Subhash Chand,
R/o Padam Kunj, Basement
Below Town & Country Planning Office,
Devnagar, Kasumpti Shimla (HP) Pin-171009.

Complainant

V/s.

HPSEBL & Others.

Respondents

1. The Executive Director (Pers.),
HPSEBL, Vidyut Bhawan,
Shimla-171004.
2. The Assistant Executive Engineer,
Electrical Sub-Division HPSEBL,
Khalini, Distt. Shimla (HP).

Respondents

Final hearing:-

24.08.2021

Present for:-

Complainant	1. Sh. Janesh Mahajan, Adv. vice of Sh. Nitin Thakur Advocaet.
Respondent	1. Sh. Anil Kumar God, Advocate
	2. Sh. Kamlesh Saklani, Law Officer

Date of Decision: -

24.08.2021

ORDER

The Complainant is a domestic consumer of electricity resident of Padam Kunj, Basement floor, below Town & Country Planning Office Shimla HP bearing a/c No. 1112104958 on 20.01.2021 the Respondent HPSEBL issued an exorbitant bill amounting to Rs. 5765/- to the complainant.

Respondent HPSEBL has intimated that the official who was deputed for metering issuing of bills to the consumers has not issued bills on actual consumption and issued the bills at lower consumption since 14-09-2018 whereas the actual consumption on meter was more and have provided the detailed consumption. The reply and detail provided by the Respondent HPSEBL is placed in the record file. This has resulted in accumulation of more units in the month of December 2020 reflected in the energy bill of January 2021.

On scrutiny the record provided by the Respondent as well as Complainant it has been noticed that due to issuing of less bill by the Board officials Since September 2018 till the date of issuing of bill amounting to Rs. 5765.34/- dated 20.01.2021 higher slab consumption have been inadvertently charged from the consumer which should not have been levied in actual. The Forum vide its interim order dated 24.03.2021 has instructed Respondent HPSEBL to bifurcate the bill on average basis since September 2018. Accordingly HPSEBL has made such bifurcation based on the average consumption of the consumer authenticated from his previous record. Meter working has never been challenged and according to HPSEBL it is still working well, there is no question of meter fault.

Now, based on this average consumption, the slab wise rebate have been provided to the consumer to the tune of Rs. 3165. Which will be provided to the complainant by the Respondent Board in the forthcoming energy bills. The action of Respondent HPSEBL seems to be correct and in accordance to tariff in force.

In the aforesaid terms, the complaint is disposed off. The complaint is partially allowed in favour of complainant. The parties are left to bear their own costs. Announced before the parties at Shimla on 24.08.2021.

The File be consigned to record room after due completion. A copy of the order be kept in safe custody of folder of orders. The certified copy of these orders be supplied to both the parties.

Dated:- 24.08.2021

Place: - Shimla

Sd/-

(K.S Dhaulta)
(Member)

Sd/-

(Vikas Gupta)
(Member)

Sd/-

(M.G Sharma)
Chairman

Notice

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.
No.CGRF/Complaint No. 1211/1/21/049

Registered

Dated:-

M/s Sh. Subhash Chand,
R/o Padam Kunj, Basement
Below Town & Country Planning Office,
Devnagar, Kasumpti Shimla (HP) Pin-171009.

Complainant

V/s.

HPSEBL & Others.

Respondents

Complaint No. 1211/1/21/049

1. The Executive Director (Pers.),
HPSEBL, Vidyut Bhawan,
Shimla-171004.
2. The Assistant Executive Engineer,
Electrical Sub-Division HPSEBL,
Khalini, Distt. Shimla (HP).

Respondents

The Certified copy of final order dated 24.08.2021 passed by the Hon'ble Forum in the aforesaid complaint is enclosed find herewith for further necessary action at your end please. The compliance be reported/ intimated within one month after the receipt of order in the office.

DA:-As above.

Secretary,
Consumers Grievances Redressal Forum,
HPSEBL, Kasumpti Shimla-9.